

Member review policy

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1. Policy statement

1.1 The General Optical Council (GOC) recognises the critical role our members play in fulfilling our responsibilities as a regulator. By maintaining a review process, we can ensure that members are supported in their development and are effective in their roles.

1.2 We are committed to good member performance through:

- a. ensuring members act in accordance with the Principles of Public Life and GOC values;
- b. encouraging self-reflection in respect to effectiveness in the role;
- c. providing a structure where peer-to-peer conversations can assess performance and identify opportunities to develop and improve; and
- d. identifying any objectives for members and providing appropriate support to achieve them.

2. Purpose

2.1 This policy is intended to describe our process for member review and provide members with a suitable structure for regular reviews, reflective learning and objective setting. It also provides an evidence base for appointment and re-appointment decisions.

2.2 Any concerns about a member's performance in the role should be raised with the Head of Governance. Concerns may be referred onto the Chair of Council or relevant committee chair if required to ensure that members are supported by a peer in these circumstances. Concerns should be raised with the member quickly and not wait until the member review meeting to be addressed.

2.3 This process is not intended to be used to raise concerns or provide feedback about our policies, processes, employees, members or others working for us. Any concerns of these nature should be referred via the [corporate complaints and feedback policy](#).

3. Scope

3.1 This policy applies to members. It does not apply to employees, workers or contractors.

3.2 Compliance with this policy is mandatory. Non-compliance for members is a breach of the terms of appointment and could result in a code of conduct investigation.

3.3 If you have concerns about the application of this policy, you should contact the Head of Governance at aspragg@optical.org. All requests for advice will be treated in confidence.

Process

4.1 The following table describes the frequency of member reviews and lead reviewer responsibilities:

Role	Reviewer	Frequency
Chair of Council	Senior Council Member	Annual (June)
Council members (including Senior Council Member)	Chair of Council	Annual (March – June)

Committee members (excluding Council members)	Relevant committee chair	Once every two years: mid-term then once within six months prior to end of term.
Hearing Panel chairs	Nomination Committee Independent Member	Once every two years: mid-term then once within six months prior to end of term.
Hearing Panel members	Hearing Panel Chair	Once every two years: mid-term then within six months prior to end of term.

4.1 In order to undertake the review, members will be sent an appraisal form (annex 1) with a self-assessment section to complete. The form will include the member's attendance at events or meetings relevant to the role, such as panels, training, briefing meetings, Council and committee meetings. A copy of the relevant member role description will also be provided.

4.2 Each member completes the self-assessment part of the appraisal form, reflecting on their performance and contribution over the previous 12 months, including any development activities undertaken and any that they would like to undertake in the year ahead.

4.3 For the Chair of Council and Council member reviews, third-party feedback will be obtained in the third- and fourth-year annual reviews to support decisions related to reappointments. The feedback will be gathered from individuals who have worked with the member for at least 12 months, to inform discussion at end of term reviews and decisions related to reappointments. In the case of the Chair of Council, a full 360 feedback appraisal will be undertaken to inform Senior Council Member and will consider feedback from a range of individuals. This could include:

- a. related professional and service-user organisations;
- b. the professional and policy leads in government health departments;
- c. the Chief Executive and Registrar and the wider executive team; and
- d. other council members.

4.4 Hearing Panel chairs will be observed by the Nominations Committee Independent Member prior to their scheduled review.

4.5 Members return their respective completed forms to the relevant reviewer.

4.6 Each member has a meeting with the relevant reviewer to:

- a. discuss their self-assessment of their performance and contribution;
- b. agree an overall assessment of performance; and
- c. identify any objectives, development needs and opportunities.

4.7 The reviewer provides a written summary of the appraisal discussion for inclusion in the member's appraisal form.

4.8 The form is then sent to the member to confirm whether they are content that the summary of the discussion is accurate. If they are content, both the member and the reviewer sign the form and return it to the Governance team to file.

4.9 Consensus should be sought on the assessment. If, for any reason, there is not agreement then the form will be referred to an appropriate member nominated by the Head of Governance to discuss with both parties, review the process and finalise the outcome.

Outcomes

5.1 The results of the appraisal process will be used to:

- a. identify training and development opportunities;
- b. identify any areas where development may benefit a wider group of members (for example, a group of Council members);
- c. help identify any gaps in skills or expertise across the Council as a whole; and
- d. inform the reappointment of a member (if applicable) for a further term.

5.2 Any identified development needs that might require paid training will be subject to agreement with the Head of Governance. All reasonable requests will be approved. Where it is not possible to approve training due to budgetary or other constraints, alternatives will be explored where possible.

5.3 All forms will be treated in confidence by the Governance team. Outcomes may be shared as part of assisting the Council and committees to identify skills gaps and conduct their own self-assessments as required. Outcomes will also inform any decisions connected to reappointment made by the Nominations Committee. Individual performance assessments and 360 feedback will be treated as confidential.

Appendices

Appendix 1 – Member review form



Member review form

For Governance team to complete	
Member name:	
Role(s):	
Appointment date:	
Reviewer name:	
Period under review:	
Date of review:	
Number of meetings attended out of those scheduled (for example - Council 4/5)	
Training offered and training completed:	
360 feedback gathered from (when required):	

Member to complete	
<p>Questions to consider:</p> <ul style="list-style-type: none"> - How do you consider you are discharging the responsibilities of your role (see attached role profile for reference)? - What were the highlights in terms of your contribution over the review period? - Looking ahead, where might you like to concentrate your efforts? <p>(500 words max)</p>	
<p>What can we do to support your development?</p>	

Reviewer feedback (to be completed by the reviewer following discussion)

(500 words max)

Any identified development needs (to be completed by reviewer in discussion with reviewee)

1.

2.

3.

Member's signature and date (completed online)

Reviewer's signature and date (completed online)

(Reviewer - If the member is coming to the end of their term in the next 6-12 months, please confirm you are happy to recommend reappointment when required)

If you require additional advice and support please contact Andy Spragg, Head of Governance at aspragg@optical.org

DATA PROTECTION AND RETENTION NOTICE

Members that are appointed within the GOC will be required to provide us with confidential information, we will compile a file relating to their term of appointment and will include this information. The information contained in this file will be kept secure, with restricted access, and will only be used for purposes directly relevant to your appointment including business continuity and member or staff welfare. This information will be retained for six years after the appointment ceases which is in line with our Data Retention Policy and you can access our Privacy Statement here – [Privacy Statement](#)